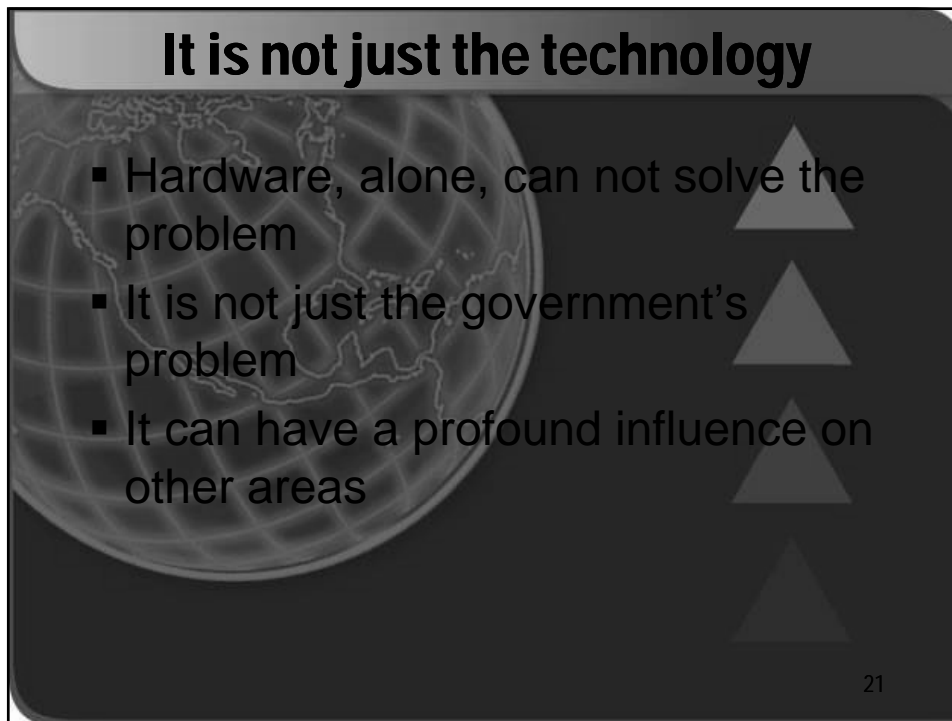
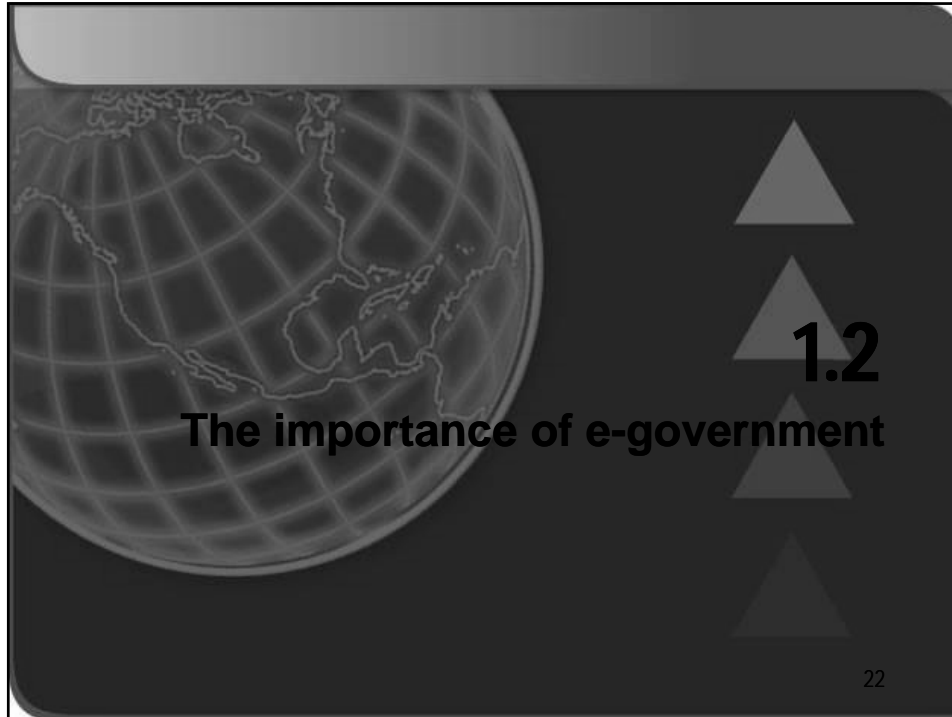


It is not just the technology

- Hardware, alone, can not solve the problem
- It is not just the government's problem
- It can have a profound influence on other areas



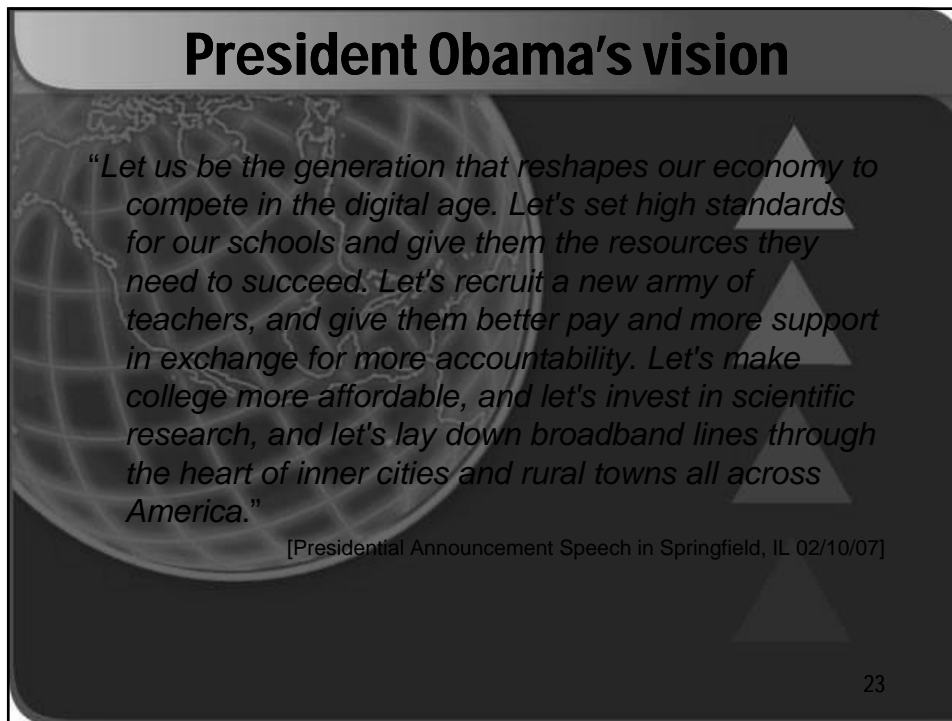
21



1.2
The importance of e-government

22

This slide features a dark background with a semi-transparent globe on the left side. On the right, there are four upward-pointing triangles stacked vertically. The number '1.2' is positioned between the second and third triangles, and the title 'The importance of e-government' is centered below it.



President Obama's vision

“Let us be the generation that reshapes our economy to compete in the digital age. Let's set high standards for our schools and give them the resources they need to succeed. Let's recruit a new army of teachers, and give them better pay and more support in exchange for more accountability. Let's make college more affordable, and let's invest in scientific research, and let's lay down broadband lines through the heart of inner cities and rural towns all across America.”

[Presidential Announcement Speech in Springfield, IL 02/10/07]

23

This slide has a dark background with a semi-transparent globe on the left. On the right, there are four upward-pointing triangles stacked vertically. The title 'President Obama's vision' is at the top. Below it is a quote in italics, followed by a citation in brackets.

E-government in Minnesota

- *"One of our greatest opportunities for success lies in the alignment of the state's technology strategies with the Administration's business objectives. Aggressive use of information technology will help allow us to achieve our business objectives and offer better services for Minnesota citizens."*

The Pawlenty-Molnau Plan: Minnesota's Drive to Excellence, April 19, 2004

- *"Citizens demand and deserve more and better service from their government"*

Governor Tim Pawlenty, July 2005

- *"The vision Governor Pawlenty has set before me is to improve government service through cost effective use of technology"*

Gopal Khanna, CIO State of Minnesota, July 2005

I've always believed in the power of technology...

"I've always believed in the power of technology to make government more open and accessible to the people it is supposed to serve"

Mayor Michael R. Bloomberg, Aug 4 2008

"I've always believed in the power of technology to make government work better"

Mayor Michael R. Bloomberg, Oct 19 2006

"I've always believed in the power of technology to deliver essential information that you need when you need it"

Mayor Michael R. Bloomberg, Feb 17 2008

E-government in the news... (last week)

Sacramento City Council Receives Agendas on Kindles and Netbooks

Mar 23, 2010 - Sacramento, Calif., City Council switches from paper agendas to digital versions on Kindles and netbooks.

Utah Scheduling Appointments Online for Drivers' Licenses

Mar 22, 2010 - Online scheduler was built to decrease wait times in Utah motor vehicle offices.

Electronic Files Could Save Paper, Thousands of Dollars in Fayette County, Ky.

Mar 22, 2010 - As the Fayette County attorney's office goes paperless, computer network gives lawyers instant access to specific files.

Web Chat Helps Virginia Reduce Phone Calls About Tax Questions

Mar 18, 2010 - Virginia deploys a Web chat device for \$1,000 that quadruples the number of customers that service representatives can handle simultaneously.

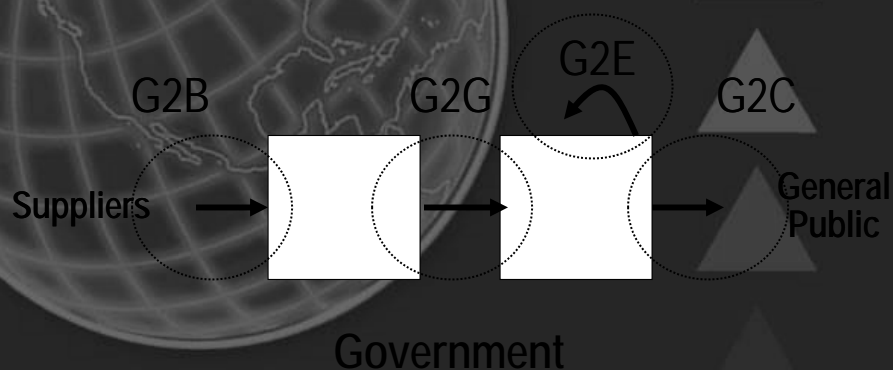
Chicago Streamlines Online Services with \$1.8 Million Web Site Makeover

Mar 17, 2010 - Chicago's first Web site overhaul in nine years improves transparency, provides access to social media tools and runs on an open source operating system.

Montana Secretary of State Linda McCulloch Discusses Records Management, E-Voting

Mar 16, 2010 - McCulloch aims to increase voter participation and growing Montana businesses.

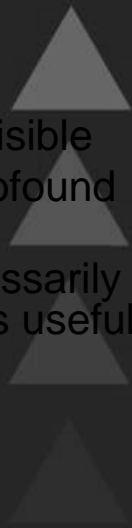
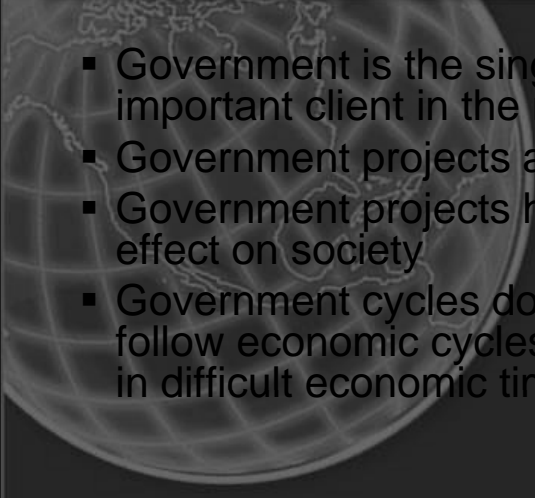
IT in government



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Importance of the Government sector

- Government is the single most important client in the market
- Government projects are very visible
- Government projects have a profound effect on society
- Government cycles do not necessarily follow economic cycles, which is useful in difficult economic times



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1.3 What are the rules?



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Why is it difficult to deal with the government?

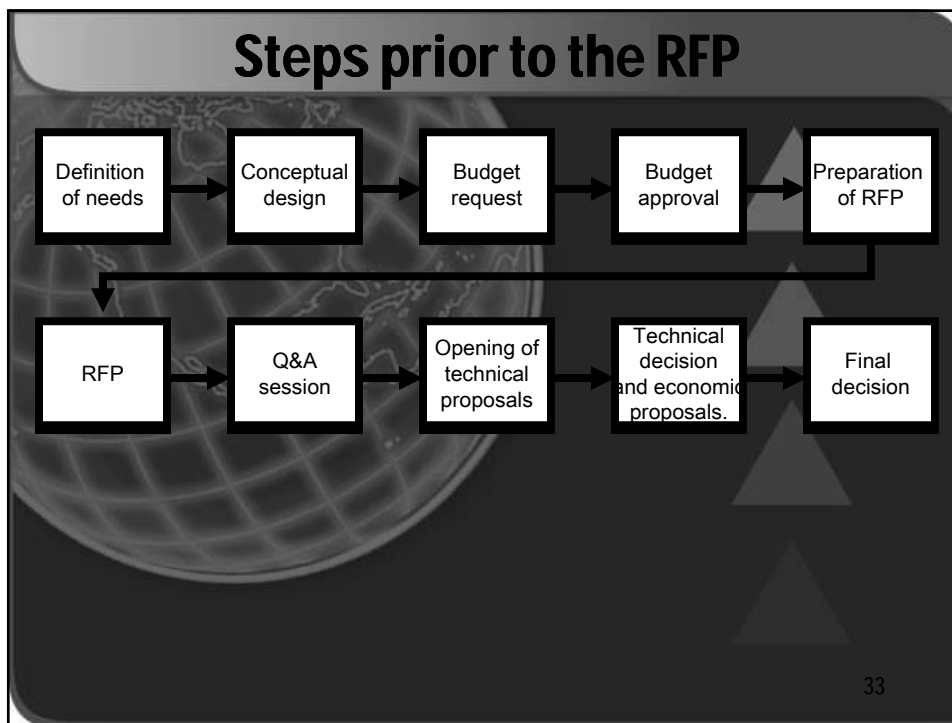
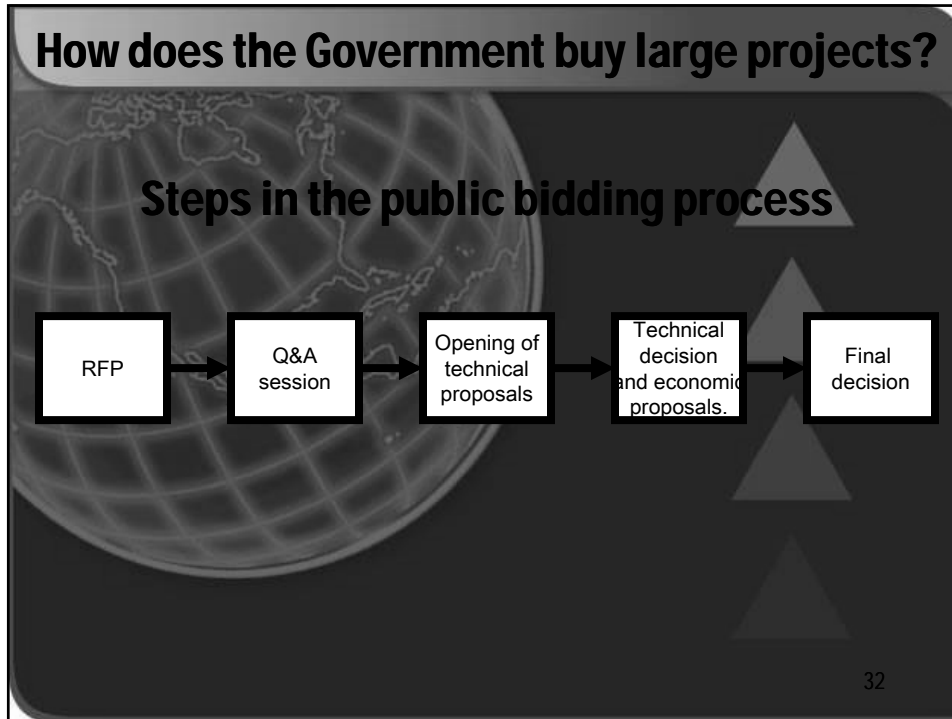
- Government structures are different from those in the private sector
- Continuous change in top management
- Purchasing mechanisms are ruled by strict laws
- There are different levels of government, with different needs and different time frames
- Important purchases done by public bidding and assigned to the lowest bidder
- If laws are not followed to the letter, people involved could end up in jail

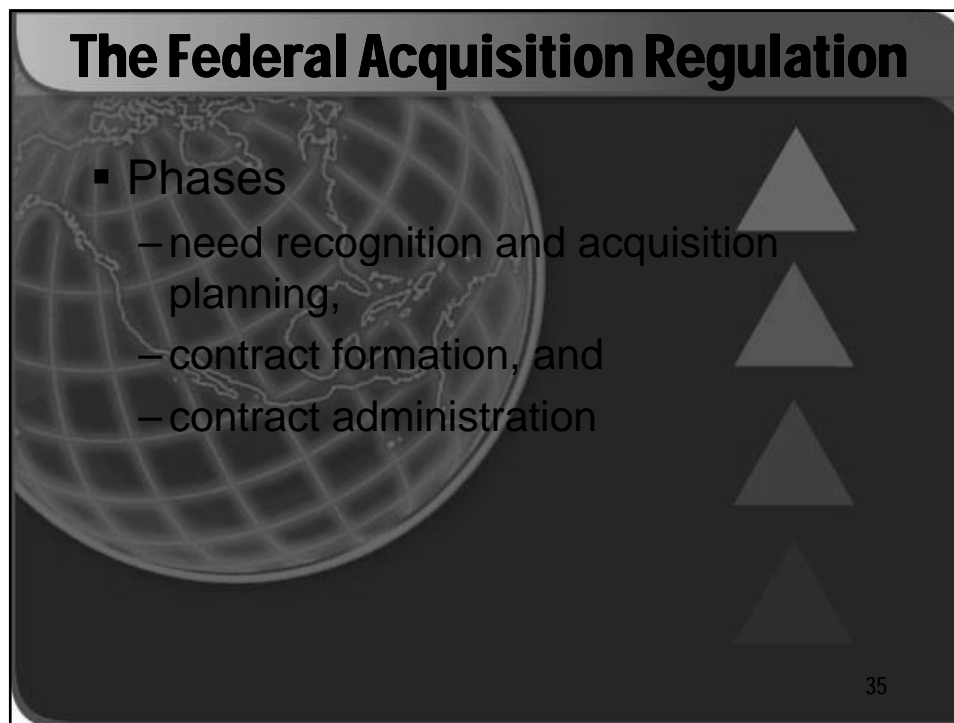
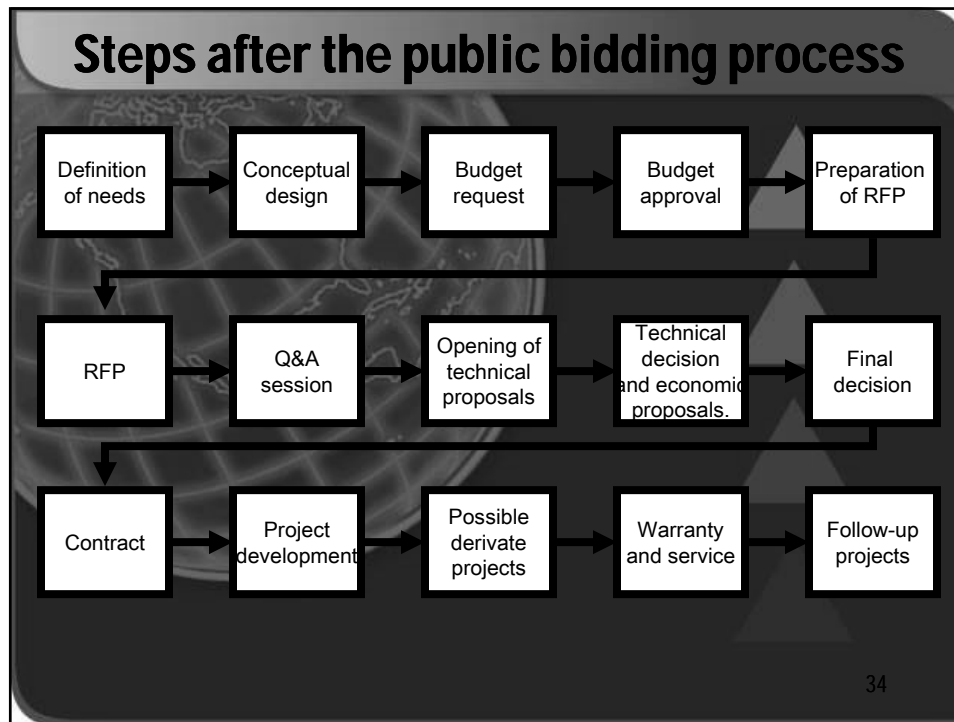
30

The government purchasing process

- **Direct purchases**
 - Small amounts
 - National security
 - Time pressure
 - When it is too expensive to use other methods
- **RFP 3 or more suppliers**
 - Small to medium size projects
- **Public bidding process**
 - By invitation
 - Public bidding open to national companies
 - Public bidding open to international companies

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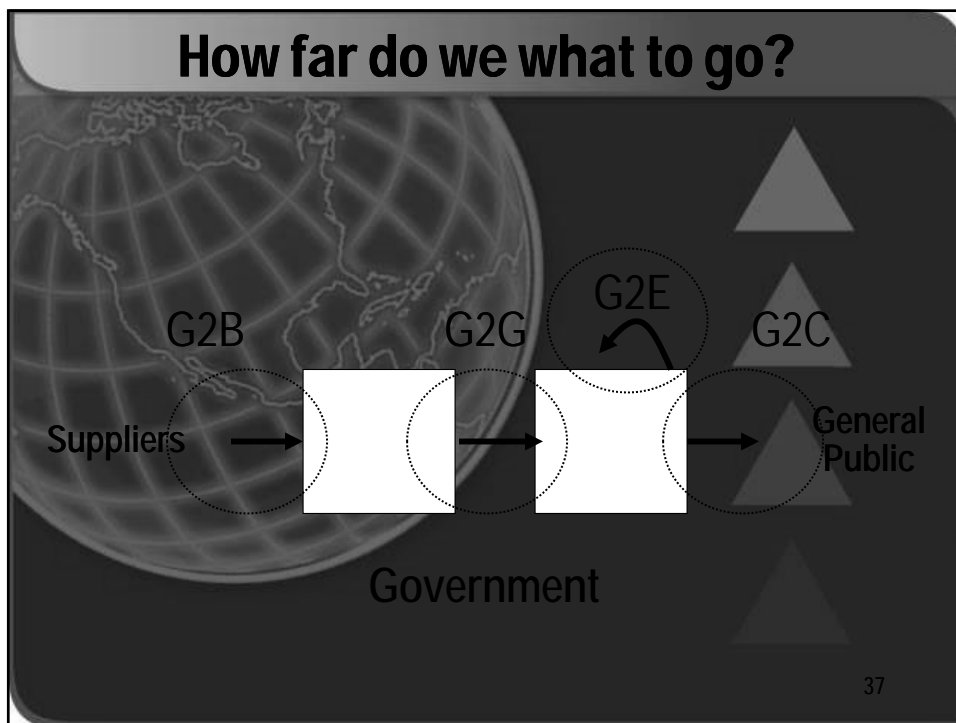




1.4
A vision for Government services

36

This slide features a dark background with a faint globe on the left and three upward-pointing triangles on the right. The text '1.4 A vision for Government services' is centered in the middle. The number '36' is in the bottom right corner.



How far do we what to go?

G2B G2G G2E G2C

Suppliers → [] → [] → General Public

Government

37

This slide features a dark background with a faint globe on the left and three upward-pointing triangles on the right. The title 'How far do we what to go?' is at the top. Below it, a flow diagram shows 'Suppliers' pointing to a white box, which points to another white box, which points to 'General Public'. Above the first box is 'G2B', above the second is 'G2G', and above the arrow between them is 'G2E'. To the right of the second box is 'G2C'. The word 'Government' is centered below the flow. The number '37' is in the bottom right corner.

To provide services...

- Any time
- Any place
- Any way



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Part 2

Perspectives



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2.1
Lessons for government?

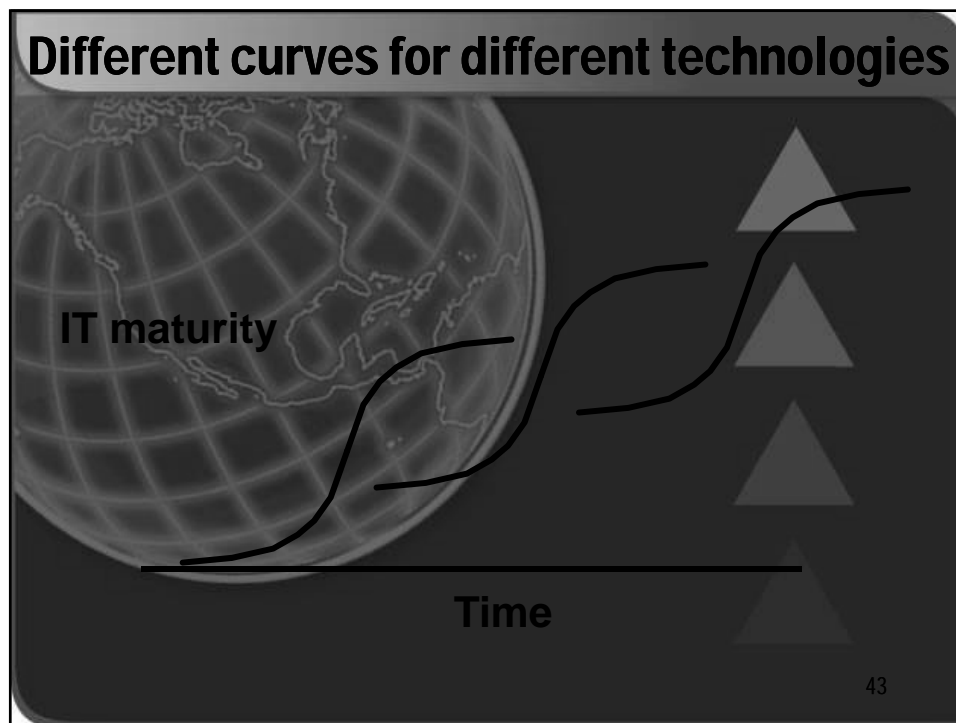
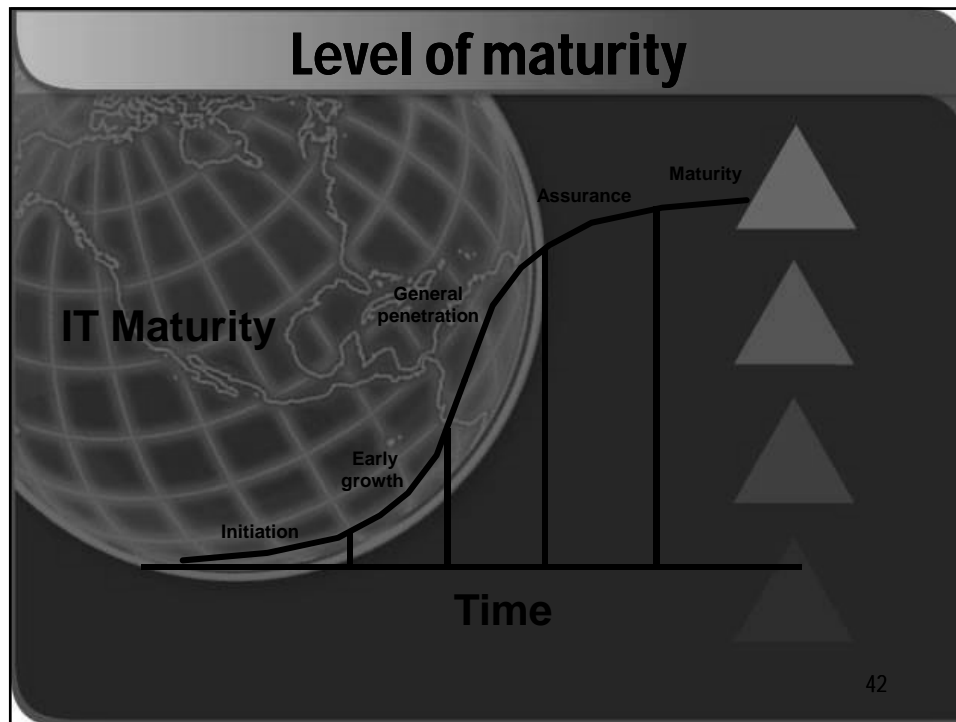
40



E-government is about society

- Cost savings are just one indicator
- Social value is important
- Alignment with operational and political objectives is important
- The impact on society is deeper than just providing better products
- E-government is G2C, but also G2B, G2G, G2E

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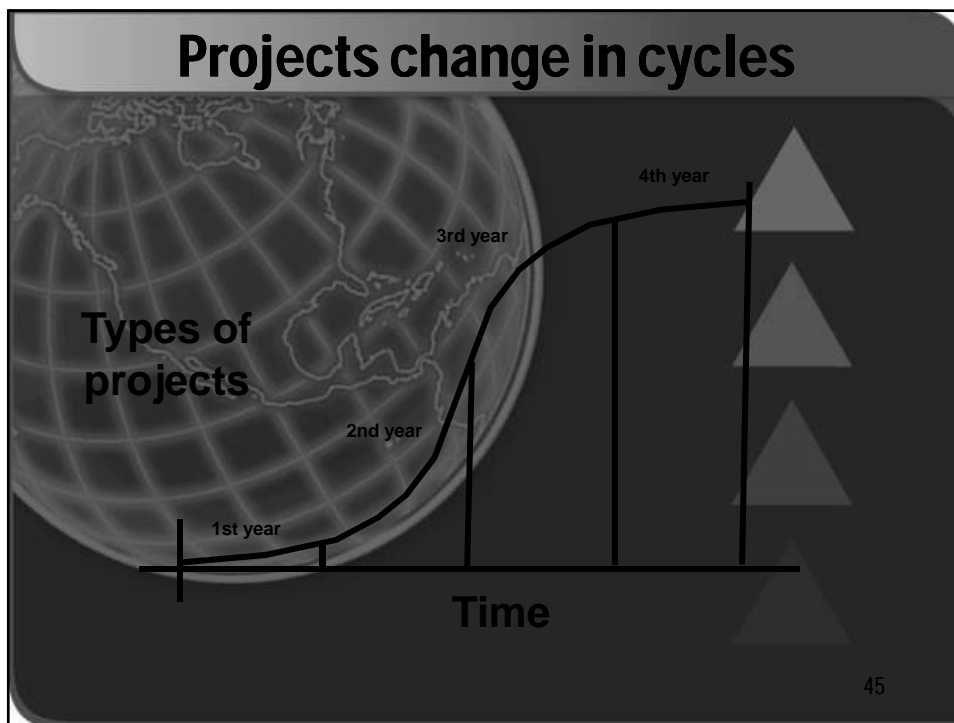




2.1
Lessons for IT companies

44

This slide features a dark background with a semi-transparent globe on the left. On the right, there are four upward-pointing triangles of varying sizes, with the number '2.1' positioned between the second and third triangles. The text 'Lessons for IT companies' is centered below the '2.1'.



Importance of the Government sector

- Government is the single most important client in the market
- Government projects are very visible
- Government projects have a profound effect on society
- Government cycles do not necessarily follow economic cycles, which is useful in difficult economic times

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2.1 Lessons for citizens

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Benchmarking government

- Who competes with the Government?
- It is my money
- It is my time
- It is my government

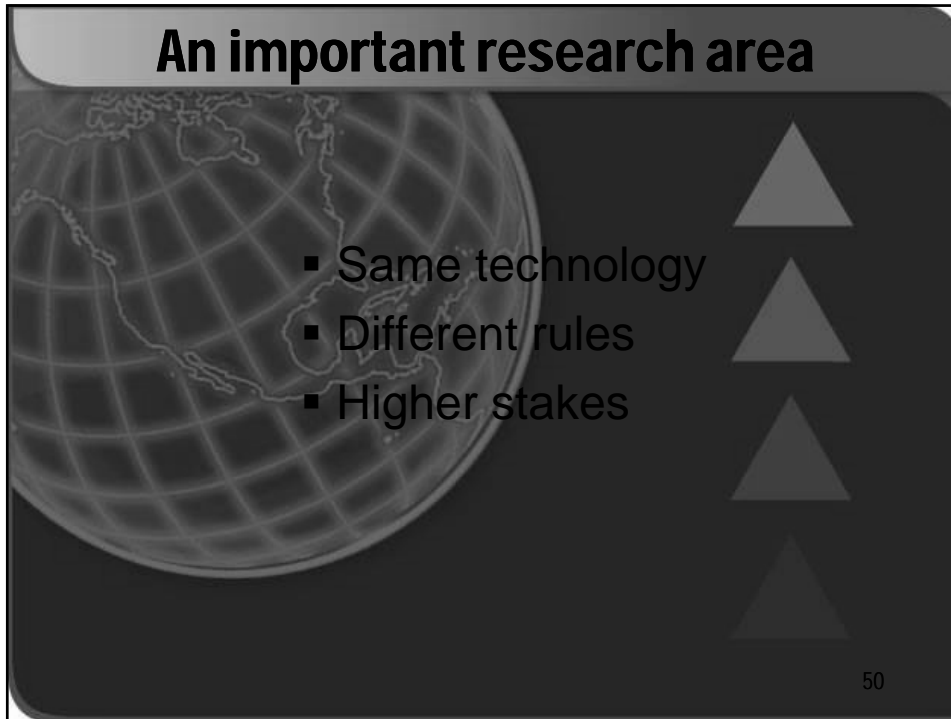
48

Where are the opportunities?

- Real benefits sit just outside the limits of what is possible today
- Is there anything that cannot be done, that, if it could be done, it would change everything?

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An important research area



- Same technology
- Different rules
- Higher stakes

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Education:
Ph.D. Business, University of Minnesota
Sc.M. Computer Sciences, Brown University
B.S. Computer Sciences, ITESM-University of Colorado

Education and research:
Coordinates Graduate Management of Technology Programs at ITESM
Teaches in Universities across Latin America
First non-US professor elected to The Americas Chair of the Association for Information Systems

Government Experience:
CIO of the State of Nuevo Leon, worked on the development of Mexico's IT Policies

Industry Experience:
Cemex-Neoris (management, growth and joint ventures for Neoris), IBM (solutions architect), K-Mart (Decision Support)



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TECNOLÓGICO
DE MONTERREY.

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Minneapolis
Minnesota
March 2010

**“e-government: same technology,
different rules, higher stakes”**
Dr. Macedonio Alanis

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